GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3630
ANSWERED ON:07.08.2002
EXCESS BILLING
RAMJI MANJHI

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints of excess billing of telephone bills received in the country during the last three years, State-wise; and

(b) the corrective steps taken in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) The number of complaints of excess billing of telephone bills received during the last three years Circle-wise is furnished in the Annexure. The percentage of such complaints to the volume of Bills issued has actually declined from 0.14%during 1999-2000 to 0.09% during 2001-2002 in respect of Bharat Sanchar Nigam Ltd. and from 0.18 percent to 0.13% in respect of Mahanagar Telephone Nigam Ltd. during the same period.

(b) The following corrective steps have been taken:

i) Efforts are made to rectify the telephone faults causing excess metering as soon as they come to notice during testing etc.

ii) Telephone exchanges have been replaced by electronic ones where by the possibilities of excess metering have been minimized.

iii) Dynamic STD/ISD locking facility has been made available to most of the subscribers. They can thus control the calls made from their premise by operating a secret code to which only they have access.

ANNEXURE

NUMBER OF COMPLAINTS OF EXCESS BILLING OF TELEPHONE FOR THE LAST THREE YEARS CIRCLE-WISE

Name of Circle	Excess billing complaints received during last three years from 1999-2000 to 2001-2002
Andaman & Nicobar	198
Andhra Pradesh	46870
Assam	19794
Bihar	12866
Jharkhand	1134
Gujarat	38691
Haryana	13209
Himachal Pradesh	9354
Jammu & Kashmir	4832
Karnataka	36855
Kerala	29365
Madhya Pradesh	29943
Chhattisgarh	1144
Maharashtra	49066
North East-I	5969
North East-II	1919
Orissa	22741
Punjab	21732
Rajasthan	20722
Tamin Nadu	39103
Uttar Pradesh	32168
Uttranchal	533
West Bengal	36093
MTNL Mumbai	70143
MTNL Delhi	54640